



SENIOR & LONG TERM CARE DIVISION COMMUNITY SERVICES BUREAU

COMMUNITY FIRST CHOICE Policy Manual

Section: SERVICE REQUIREMENTS

Subject: Agency Requirements

Reference: ARM 37.40.1005, 37.40.1017, 37.40.1022, 37.40.1114, 37.40.1126, and 37.40.1131.

PURPOSE

This policy outlines the provider agency's responsibility to provide the appropriate staff and services to ensure quality services are provided through the Agency Based (AB) Community First Choice/Personal Assistance Services (CFC/PAS) program.

In the AB CFC/PAS program the provider agency must provide a licensed nurse to supervise the program. The provider agency must also provide appropriate staff to meet the oversight and person-centered planning requirements of the program. Staff members performing these functions must meet minimum qualifications.

STAFF POSITION QUALIFICATIONS

Nurse Supervisor:

AB-CFC/PAS provider agencies must employ a staff member to perform the duties outlined in the "Oversight Responsibilities-Nurse Supervision responsibilities" section numbered 1-11 below. This person is referred to as the Nurse Supervisor. The Nurse Supervisor must meet the following minimum qualifications:

1. Have at least one year's experience in aging and disability service;
2. Be a licensed nurse;
3. Receive training in the AB-CFC/PAS program by the provider agency; and
4. Be free of the conflict of interest criteria outlined in AB-CFC/PAS 720.

Plan Facilitator:

AB-CFC/PAS providers must employ a staff member to perform the duties of the Plan Facilitator as outlined in CFC/PAS 1101-1115. The person who

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performs these duties is referred to as the Plan Facilitator. The Plan Facilitator and the Nurse Supervisor may be the same person. The Plan Facilitator must meet the following minimum qualifications:

1. Have at least one year's experience in aging and disability service;
2. Receive certification in the person-centered planning process outlined in AB CFC/PAS 1103; and
3. Be free of the conflict of interest criteria outlined in AB-CFC/PAS 720.

OVERSIGHT RESPONSIBILITIES

➤ Nurse Supervisor responsibilities:

The Nurse Supervisor must perform the following duties:

1. Participate in Person Centered Planning visits;
2. When acting in the role of Plan Facilitator, the Program Oversight staff member is responsible for the completion of the Person Centered Plan (SLTC-200);
3. Complete intake process according to policy (Refer to AB-CFC/PAS 411, 414 and 702);
4. ➤ Complete re-certification visit at intervals not exceeding six months, or when there is a significant change in the functional need of the member (Refer to AB-CFC/PAS 703);
5. Complete the required paperwork to implement a temporary authorization when there is a change in condition (refer to AB-CFC/PAS 417);
6. Schedule case conferences to address member care needs and complete required paperwork, as necessary;
7. Address any health and safety issues using the risk negotiation process (Refer to CFC/PAS 914);
8. Complete the Service Plan (SLTC-170) according to program parameters (Refer to AB-CFC/PAS 421);
9. Oversee the training and certification of all personal care attendants (PCA);

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10. Oversee the in-service training of all PCAs; and,
11. Oversee the orientation of PCAs to each member's Service Plan.

➤ Other Agency Responsibilities:

Other on-going oversight responsibilities may be assumed by the Nurse Supervisor or by other agency staff. This includes the following tasks:

1. Review member service delivery records to ensure that services are delivered according to the Service Plan Schedule;
 - a. If member is not receiving services according to the Service Plan provide appropriate follow-up with the member.
2. Participate in the Department's Quality Assurance process and respond to Quality Assurance Communications in the Department's Quality Assurance Management System (QAMS);
3. Report Serious Occurrence Reports according in QAMS (Refer to AB-CFC/PAS 709);
4. Schedule PCAs in member's home according to member's Service Plan;
5. Ensure that PCAs pass training certification requirements and are oriented to a member's Service Plan prior to working in a member's home;
6. Ensure that PCAs meet annual in-service training requirements; and
7. ➤ Conduct an annual member survey of Medicaid recipients. At a minimum, the survey must go out to all current Medicaid members and members served in the prior six months. The member survey must include questions about member satisfaction and member experience on the CFC/PAS program.
 - a. ➤ The provider agency must use the annual member survey to evaluate and improve program operations.